

COMMUNITY CENTER SUPERVISOR

GRADE: 21

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Community Center Supervisor performs intermediate professional and administrative work involving the day-to-day management and supervision of a community center. The employee supervises full-time, part-time and seasonal employees and volunteers and works closely with the program staff from the Recreation Services Division and other department staff, to facilitate coordination of Center usage. The employee must exercise considerable independent judgment in carrying out assignments working under good conditions with light physical demands. The Community Center Supervisor reports to the Recreation and Parks Administration Manager and is required to work as a team member with other department staff and staff from other City departments to ensure smooth coordination of facility management and services. Incumbent must work some evenings, weekends and holidays.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Coordinates the scheduling of Center facilities, rooms and equipment for programs.
- Plans, organizes, markets and promotes the facility a variety of recreation activities and programs.

- Develops and administers expenditure budget. Meets cost recovery goals and develops innovative ways to increase revenues.
- Participates in supervision of program activities.
- Works with center users of all ages and encourages appropriate and healthful participation and ensures adherence to the established code of conduct.
- Coordinates with programming and services staff from the Department of Recreation and Parks, and other departments to ensure that the Center facilities are set up and properly maintained, thereby enabling program goals to be met.
- Conducts daily inspections of the Community Center to ensure the safe and effective operation of the facility, including the physical plant, building equipment, and surrounding grounds; manages the maintenance of cleanliness, building supplies, equipment operation, supply inventory.
- Establishes and maintains contacts with Center users, community groups and appointed committees in order to develop Center services relevant to the needs and interests of participants and the greater community.
- Recruits, hires, supervises all basic Center staff, including evening and weekend supervisors, receptionists, custodians, and others.
- Arranges for Center staff to receive training in appropriate areas relating to Center operations.
- Serves as primary backup staff to program leaders and/or services staff as necessary.
- Maintains Center records, including financial, programming, attendance, incidents, maintenance and more.
- May be a member of the Recreation and Parks Facility Management Team developing a coordinated effort for customer service, cleanliness and facility policies and implementing inspection programs and Code of Conduct/Discipline.
- Acts as project manager for all Capital Improvement Projects (CIP) at the facility.
- Prepares and administers short and long-term maintenance plans.
- Advises Center users and community members as to general services and programs available at the Center.
- Ensures that community input is solicited in reference to Center services and programs, using formal and informal surveys, meetings and personal contacts.
- Submits appropriate and timely pay vouchers, expenditure and revenue information as required.
- Efficiently operates the Community Center within approved budgetary guidelines as developed by staff.
- Keeps extensive records related to Center operations and usage.
- Develops and implements safety practices and policies in order to maximize participant and other safety.
- Performs regular and careful inspections of the facility, all equipment, and program operations.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in recreation, business or public administration or a closely related field and three years of progressively responsible work directly related to recreation programs and community center operations or similar facilities.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the recreation programs, social service needs, and leisure-time needs of youth, teens, adults, senior citizens, and individuals with disabilities in the Center's service area.
- Knowledge of budgeting principles and ability to develop and administer the Community Center budget.
- Ability to make decisions recognizing established policies, procedures and precedents and to use resourcefulness and tact in meeting new situations and problems.
- Ability to establish and maintain effective working relationships with superiors, subordinates, volunteers and community organizations.
- Ability to deal tactfully and courteously with the public.
- Ability to manage the use, maintenance and schedule of a multi-purpose community center.
- Ability to speak and write effectively.